Application/Control Number: 09/855,860

Art Unit: 2600

CLMPTO 09/22/04 JW

Cancel Claims 1-28

Amend Claims 45,

29. (FreviouslyAmended) A method of processing a telephone call from a caller, the method including:

receiving the belephone call;

(dentifying a telephone number associated with the telephone call)
retrieving information associated with the caller from a database based on
the telephone number;

generating code, at a telephony server, for a web page that contains the information associated with the caller, wherein the web page is associated with an identifier; and

transmitting the identifier associated with the web page to an agent selected to answer the telephone call.

30. (Previously Presented) The method of claim 29, including displaying the web page to the agent.

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- 91. Previously Presented) The method of claim 28, including antibilithing a occupation between the caller and the agent.
  - 22. (Previously Frenchied) The method of claim 29, wherein itseldentities essectated with the web page to a uniform resource locates (LRL).
  - 83. (Previously Presented) The swifted of claim 22, brouding misering the agent to prevent the received fell-phone call before transmitting the identifier associated with the web page.
  - S4. (Previously Amended) The method of claim 56, wherein the agent is referred.
    Desert on the information associated with the caller.
  - 33. (Previously Amended) A system for prometing a telephone sall from a caller, the system individua;
    - a cominting machinism to mostre the telephone call;
    - an identification machanism in identify a faltiphone number search lad with the talephone cells
    - a seixteval mechanism to minisva information autociated with the called form a delabase based on the inleptone musters
    - a web page generaling machinism to generals code at a talephony server, the a web page that contains the information associated with the caller, wherein the trade page is associated with an identifier, and
    - a transmission medianion to bransmit the identifier associated with the wab page to an agent extensel so answer the takenhows call.
  - 38. (Previously Presented) The system of claim 35, including a display avachantem for displaying the test page to the selected agent.
  - (Previously Presented) The system of claim 35 including a commonlant device to supplies a connection between the caller and the selected agent.
  - 38. Previously Amended) The system of data 35 including a solution of charism to select the agent to numer the telephone call.
  - (Perviously Americal) The system of claim 18, wherein the selection mechanisms selects the agent bread on the retrieved information that is associated with the cultre.
  - (Previously Amended) A machine-readable medium having stored thereon a sequence of instructions that, when associated by a quartifum, crosses the machine for

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receive a talaphone call from a caller,

identify a balophone mumber associated with the telephone call; recrieve information associated with the caller from a distribute based on the (signifuna number)

genterate code, at a balephory server, for a wab page that contains the information essociated with the caller, wherein the cosh page is associated with an admitter; and

is a need the baloptone call.

- 41. (Previously Presented) The method of claim 50, wherein he we's page includes an interactive web page that enables the agent to excess additional information.
- 61. (Previously Presented) The method of claim 30, wherein the identifies associated with the web page is communicated to an agent dashdop application that retrieves and displays the web page.
- 43. Previously Franched) The system of data 30, wherein the dirplay smallerism displays an interactive web page that enables the minuted agent to access additional information.
- 66. (Previously Presented) The system of claim 18, wherein the transmission mechanism communicates the identifier search and with the such page to an eighth desiring application that retained and displaye the web page.
- 48. (Currently Amended) A system to process a talephone call from a caller, the system including:
  - a first mases for sectiving the telephone call;
  - a second means too identifying a bisphone number associated with the received bylephone cally
  - a filled means for retrieving information associated with the culter from a dangers based on the Identified religious sourcher;
  - a fourth means for generating code, at a laguineer moves, for a web page in thus contains the information sesociated with the calles, whereth the web page is associated with an identifier; and
  - p Eith masses for countricting the identifier associated with the web page to an apart selected to exercise the fall-phone call.